



SAVIA GOMES

ASSISTANT MANAGER – OPERATIONS & CUSTOMER SERVICE

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A Goa, India / Al Nahda 2
Dubai

OBJECTIVE

As an assistant manager, my primary objective is to support the functioning of the company by managing the staff, coordinating operations & ensuring exceptional customer service. I wish to build a career with an organization where hard work is appreciated and to be in a position which is best suited to my knowledge and skills.

EXPERIENCE

1ST APRIL 2023 – PRESENT

WISE TURTLE FINSERV LLP

Assistant Manager: Operations and Customer Service

- Assisting in organizing, planning and implementing day to day operations.
- Monitoring & tracking operating costs, budgets and resources.
- Creating client proposals, reports and presenting data.
- Attending to client queries and complaints and resolving the issues.
- Reconciling the data uploaded on the system, tracking if monthly holding updates are sent to clients and mailing tax reports on quarterly basis.
- Processing transactions and NFTs for the clients.

15TH MARCH 2021 – 29TH MARCH 2023

HDFC BANK PVT LTD

Junior Officer: Operations and Customer Service

- Working with the relationship managers and providing them with the client data.
- Processing mutual fund transactions such as purchases, redemptions, stps, sips & swps online as well as offline & tracking credits & deductions.
- Processing non-financial transactions such as processing client kyc, correction in name, updating contact, nominee & bank details, transmissions, etc.
- Preparing spreadsheets and collecting data as required by the regional head, generating reports & statements as per client requirements.

4TH MAY 2020 – 13TH MARCH 2021

EXPERT CONSULTANCY SERVICES

Accounts Assistant

- Handling accounts activities by entering & reconciling purchase & sales invoices, receipts & payments, bank reconciliation on tally ERP 9 with GST.
- Checking monthly payment of tax
- Working with spreadsheets, sales and purchase ledgers and journals.
- Recording and filing transactions.

SOFTWARE KNOWLEDGE

Basics of IT, MS – Windows, MS – Word, MS – Excel, MS – PowerPoint, Internet & Multimedia, MS – Access, HTML, CorelDRAW, Tally.ERP 9 with GST.

EDUCATION

ROSARY COLLEGE OF COMMERCE AND ARTS, NAVELIM GOA

BCOM HONOURS | COST ACCOUNTING 83% (2020)

Completed BCOM Honours in Cost Accounting with a FGPA of 7.85

ROSARY HIGHER SECONDARY SCHOOL, NAVELIM GOA

COMMERCE | 73% (2017)

MARIA BAMBINA CONVENT HIGH SCHOOL, CUNCOLIM, GOA

80.83% (2015)

STRENGTHS, SKILLS & ABILITIES

Self-motivated, Team player, Continuous & quick learner, Positive attitude, Hardworking, Confidence & Determination

PERSONAL DETAILS

DOB : 24.09.1999

Marital Status: Single

Gender : Female

Languages : English, Hindi & Konkani

ADDITIONAL COURSE

Diploma in Commercial Applications
(29.04.2019 – 30.10.2019)